

# Inside & Out

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COMPAQ NEWS

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## A thrill a minute



The Texas Cyclone roller coaster is always a big attraction at the annual Compaq Houston outing – held for the third year at AstroWorld and WaterWorld amusement parks. More than 24,000 Compaq employees and guests attended the event, held one weekend in April and one in May. The parks were closed to the public for the two Sundays of the season. Over 11,600 people attended the first outing and over 12,300 attended the second. ACE personnel organized the event, and say it was as successful as the last two years'. For more photos, see page 8.

## Employee questions answered at four Houston meetings

More than 8,000 Houston-area employees attended the second quarter company meeting held recently at Metropolitan Baptist Church. Four meetings were held over two days to accommodate all attendees.

The meeting focused on the company's financial status, plans and other business developments. Following presentations by Rod Canion, CEO, and Eckhard Pfeiffer, COO, questions were answered.

Here are some questions and answers that might be interesting to Houston employees. Answers are Canion's unless otherwise noted.

**Q.** Has Compaq looked into job-sharing?

**A. Jerry Welch:** It's a very popular idea. We haven't explored it thoroughly, since the requirements of our resources are satisfied by people seeking regular full-time employment. There's some downside for employers – scheduling, planning and designing benefit plans, for example. But we couldn't rule it out for the future.

**Q.** People are driving so fast in Parking Garage 10. Is that why there have been so many security people out there recently?

**A. Jimmy Chandler:** The people taking notes in the parking garages are gathering usage figures to help in design of future garages.

**Jerry Welch:** We have seen some pretty significant reductions in speeding on campus. But there's still need for improvement. Garages cause the most problems, and are the most dangerous.

**Q.** Given the volatility of the market, is there any possibility of being able to

invest in safer investment instruments like zero coupon bonds, etc. through our investment plan?

**A.** We work with an independent company. We encourage them to offer different kinds of investment funds. We're looking at different funds.

**Q.** Is there any chance we can get information on the investment plans over the Banyan network?

**A. Stewart Gill:** We don't have plans to put that information on the network. You can call 1-800-922-PLAN to get up-to-date information, or check *In Houston* each month. We'll look into the possibility of putting it on Banyan.

**Q.** How can we find out more about the artwork on our walls?

**A. Jimmy Chandler:** Contact Karen Walker in Facilities.

**Q.** Can the cafeteria be opened for breakfast?

**A.** We've looked into that and there was a lot of conflict over the hours it should be open. That's where that stands.

**Q.** Our skill-based certification program is fine, but it isn't recognized by the industry. If Compaq were to have lay-offs, it would be great if we had a certificate or something that would indicate to future employers that we had this special training.

**A. Bob Vieau:** Our approach is to train our workforce to handle the work better, based on the needs we see in our company over time. This is not an accredited school or program. I'm not sure any such certificates would be recognized by other companies, although they might. We'll look into it.

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## Last of the line



The last COMPAQ PORTABLE III and COMPAQ PORTABLE 386 PCs were manufactured last month in CCM1/2. The discontinuation of these products marks the end of this COMPAQ product line.



# New logo symbolizes Compaq quality

**KRYSTAL WILLIAMS**  
Corporate Quality

For the first time, Compaq has a single quality symbol to unite those groups dedicated to Total Quality Commitment – TQC. Though simple in design, the new quality logo is the product of much hard work and serious thought.

The symbol's designers wanted it to represent all of Compaq, yet be flexible enough for individual customization. A challenging aspect of the project proved to be developing a logo that best represented people's ideas of quality and good design.

The "TQC" in the logo uses the familiar progression of Compaq colors to identify it as a corporate design. By using the Compaq colors in the logo, the designers linked Compaq with its pervasive commitment to quality and makes the statement that we are making a united team effort to satisfy our customers. The symbol shows the vital connection between teamwork and quality by linking the letters "TQC" together, explains Gary Taylor, Manager of Corporate Quality.

The logo expresses company-wide unity, but also workgroup individuality in striving for customer satisfaction through a flexible design. Individuals can customize the logo for their specific needs by adding their team name or department name. The new TQC design also allows the option of removing any group identification.

The logo team began working on multiple designs at the requests of various



departments and TQC teams. In researching the need for the logo, they found that most TQC teams wanted a unifying symbol representing quality goals and objectives.

The logo team met regularly to create and discuss various ideas. After several months of research and debate, the team made a selection. This was the one symbol that answered the questions the team asked concerning the logo's purpose: Who and what do we want the logo to represent? What do we want people to think, feel or say about it? How and where will the logo be used?

The logo's flexibility makes it possible to use it in training material, brochures or newsletters – wherever there is a need to share the quality message.

The symbol is available in several forms including file formats such as CGM or EPS and on hard copy in color or black and white.

Individuals needing the logo may contact Marilyn Chalmers of Corporate Communications. Computer file format logos can be sent by Banyan Mail.

All elements of the logo's development, from planning to finished product, show that quality comes through not by luck but by teamwork. Will Schoggins of Corporate Communications, the logo's chief designer, sums up the creative process by stating: "Going through the process means you have to push, and push, and push until you find the best possible solution."

## Good, healthy fun

# Compaq Canada wins big for charity

Not only did Compaq Canada come out victorious in the Corporate Fit and Fund Challenge, but so did the new Markham Hospital in Toronto.

The challenge, sponsored annually by the Markham Fitness Club, raises money for charity. This year the goal, which was met, was to raise \$16,000 (Canadian) for the new hospital. Local corporations sponsor teams that participate in fun athletic competitions.

Compaq Canada sponsored a team of employees for a \$650 donation and team members donated through the purchase of T-shirts, raffle tickets and refreshments.

Points were awarded for various events held over three days. Compaq – against stiff competition from Xerox, Dell, Sony, Apple, Toshiba and more – won the overall competition.

The team took an early lead by

winning the mascot competition. The Compaq "mouse-cot" was a large mouse pad on wheels carrying a mouse covered in shiny floppy diskettes with Compaq golf balls for eyes. After the judges voted a tie between Compaq and Sony, which entered a dancing

Compaq. Other activities included golf, squash, a 5-K run, water volleyball and a "flutterboard" swimming relay. Points were also awarded for teams' participation in a blood drive and by the number of cheerleaders on the sidelines.

Canadian employees who participated in the event, donated blood or cheered the team to victory are Rob Hughes, Claudio Silvestri, Carol-Anne Davies, Elizabeth

Irwin, Sandra Sit, Allan Bradley, Waseem Qazi, Cathie Elias, Garth Reid, Sal Del Re, Bruce McArthur, Frances Don, Janet Sayers, Peggy Spears, Michele Martin, Phil Soper, Phyllis McCullagh, Ron Hulse, Catherine Lancaster, Paul Barter, Linda Donaldson, Paul Brannen, Penny Williams, Bob Grossman, Bill Stewart, Darlene Leuschener, Sue Starks, Ian Boyd, Tim Cole and Heather Sporniak.

Walkman mascot, the audience broke the tie – going with the play on words and originality. Compaq team members probably swayed the vote when they sang the "Mouseketeer" song with such gusto.

The company team placed second in the See No Evil competition, similar to Blind Man's Bluff, and placed third in the Fit and Fund Circuit, a crazy obstacle course-type event sponsored by

***Compaq team members probably swayed the vote when they sang the "Mouseketeer" song with such gusto.***

## Better pricing sways decision

As Mark Wallace, Chief Executive Officer of Houston's Texas Children's Hospital, blinked at the headline in his morning paper, he realized a recent decision needed another look.

"We had been studying whether to buy Compaq or a competitor for four months," Wallace said. "Although the Compaq products are stronger, we decided to go with the other company based more on price than anything else. Then I saw the article (about recent Compaq price reductions) in my paper's business section."

Wallace reached his office at 6:45 that morning. He went promptly to the chief financial officer's office, leaving his business section with the pricing article marked. His accompanying note asked that the CFO contact him as soon as she arrived.

After several discussions, the hospital reversed its decision and placed a large order for Compaq desktop PCs for nurse stations.

"I don't force-fit a decision like this one," Wallace said. "Everything we purchase must give us maximum value. The price reductions leveled the playing field. They made Compaq the better overall value."



## Advanced VGA subsystem standard on two high-performance desktops

An Advanced VGA (Video Graphics Array) subsystem that delivers new levels of video performance is now standard on the COMPAQ DESKPRO 386/25e and COMPAQ DESKPRO 386/20e.

The new subsystem supports 256 simultaneous colors at 640 X 480 resolution to sharpen detail and improve graphics in windowing environments. These enhancements come without a price increase.

A ROM-resident SETUP program has been added to simplify configuration.

Hundreds of software applications are available that take full advantage of the new Advanced VGA. Nineteen leading software companies

have concurrently released Compaq-specific software drivers for popular software programs.

These companies are ADOBE, ALDUS, Artist Software, Ashton-Tate, Asymetrix, AT&T Graphics Software Labs, AUTODESK, CADKEY, Computer Associates, Corel Systems, Crystal-Graphics, EVOLUTION COMPUTING, Lotus, MEDIA CYBERNETICS, Micrografx, Microsoft, Paul Mace Software, WordPerfect and Zsoft.

Compaq is also providing software drivers with each system that support Advanced VGA under Microsoft Windows 3.0, MS OS/2 1.2 as published by Compaq, as well as Autodesk AutoCAD and Autoshade environments.

## Uniondale installs first satellite ticket printer

CHRISTINE BAYLOR  
Compaq Travel Services

The company's Uniondale, N.Y., field office has installed Compaq Travel Services' (CTS) first satellite ticket printer (STP). Effective this month, Compaq New York travelers will print airline tickets in the office, eliminating both the time and expense of local or overnight deliveries.

Tina Janek, Regional Administrator in the New York Area, says the STP offers many benefits.

"People will be able to get tickets the same day they arrange for them. It will be quick — almost immediate," Janek says. "By using CTS, we are saving Compaq money as well."

The STP was installed in the company's New York office because of the volume of travel out of that office. The Uniondale employees' enthusiasm sur-

rounding this project has spread to other Compaq regional offices, and several have expressed interest in installing STPs.

When an STP is installed, the process of arranging company travel does not change significantly. The traveler or travel arranger calls CTS at Houston headquarters to make reservations.

However, rather than printing the ticket in Houston and mailing it to the traveler, the information is "queued" to the STP and printed out at the travel arranger's location — providing much faster delivery of tickets and itineraries.

CTS plans to expand the STP project to other U.S. field locations.

In addition to individual business and personal travel, group travel can be coordinated by CTS at savings up to 50 percent off coach fare.

Contact CTS for more information on business or leisure travel arrangements.

## First of its kind

## Compaq Connectivity Asia '91

Compaq Computer Asia recently took its show on the road. The company sponsored Compaq Connectivity Asia '91 — a series of multivendor symposia believed to be the first of its kind in Asia.

The symposia, which were presented in Malaysia, Thailand and Singapore, featured speakers Gian Carlo Bisone, Vice President, Marketing, Compaq; David Mahoney, President and Chief Executive Officer of Banyan Systems; David Hancock, Vice President and General Manager of Pacific, Asia and Latin America for The Santa Cruz Operation (SCO); and Andrew Lai, Asia/Pacific Regional Director

and 14. The seminars attracted as many as 350 participants and Malaysian press representatives each day. One journalist was overheard telling a colleague that many people had skipped other ongoing seminars to attend the connectivity symposium.

March 18 and 19, the road show moved on to Bangkok, Thailand, where it was again well-received. The final event for Compaq Connectivity Asia '91 was held in Singapore March 21 and 22. More than 750 participants, including members of the press, attended the symposium each day.



Getting the show on the road — Compaq Connectivity Asia '91.

of Novell, Microsoft Corp., Oracle Systems and Proteon Networks also participated.

According to Lim Soon Hock, Managing Director, Compaq Computer Asia, "We hope the exhibition will show that multivendor, PC-based platforms in a networked or connected environment provide a viable and practical alternative to mini and entry-level mainframe multi-user computing that meets the needs of business and government at significantly lower costs.

"Being a key player in the PC industry, we felt a symposium on connectivity was timely, in view of the growing market demand," he added.

According to Lim, an important objective of Compaq Connectivity Asia '91 was to demonstrate the connected solution.

"Most PC-related shows focus on applications: How fast they run, what features they have. We are taking a unique approach — that is, to demonstrate connectivity with as many different network components available, and yet make it a workable solution," he added.

The regional symposium began with a two-day seminar in Malaysia on March 13

At each event, the entire range of COMPAQ products was displayed — demonstrating why they continue to be the platform of choice in connected environments. Highlighting the display was a demonstration of the flexibility and power provided by COMPAQ SYSTEMPRO in supporting operating systems from Banyan, Microsoft, Novell and SCO.

Visitors also had the opportunity to judge the industry-standard compatibility of other COMPAQ products in supporting software and peripherals from key vendors.

The show's success in all three countries was due to the coordination of Compaq Computer Asia's Marketing and Technical Support departments and the support of each country's Authorized Dealers.

Based on the success of the three-country Asian road show, Dr. Lim Huat Seng, Marketing Director of Compaq Computer Asia, said the company is also planning similar symposia in Hong Kong, South Korea, Taiwan and the People's Republic of China later in the year.

## Stormin' South Central



The South Central Region gathered recently for a meeting and fun. According to the "South Central Stormin' News" bulletin, the group prepared for an "assault on the enemies" by sharing sales success stories and leads. "Gary Klembara, Texas/Louisiana ASM, is positioned to take advantage of the sales opportunities in far south Texas where customers are hearing rumors of the Compaq assault. He even had to take cover due to the barrage of customers who were once again able to afford COMPAQ," according to the news bulletin. South Central employees attended the regional meeting armed with confetti, streamers and noisemakers — adding excitement and fun to the meeting.

## Thanks to entrants

Thanks to everyone who sent in their response cards from the April *Inside & Out*. The 10 winners of the drawing of response cards are: Michael Cambron, CCA3; Joe Carr, CCM5; Joanne P. Ginn, CCA1; Georg Kremer, Munich; Cindy Lanham, CCA13; Diane Richardson, Sommermeier; Diane Tomlinson, CCA1; Debbie Turner, CCA4; Christopher Whinton, CCA10; and Carla Williams, CCA4.

These lucky winners won a Compaq "Mini Maglight."

Congratulations and thanks for entering!

Don't forget to send in your card from this month's issue!

Story idea for *Inside & Out*? Send it to *Inside-Out Suggestion @ Corp Rel @ Mkt How on the Banyan network (under Suggestion on pop-names)* or mail code 120703.



## Employee questions answered at Houston meetings

*continued from page 1*

**Q.** *With the new payroll system, wouldn't it make sense for the hourly employees to go to an every-other-week paycheck, instead of twice a month?*

**A. Bob Vieau:** The system is not set up for two kinds of employees. We can only run one payroll system for the company — including exempt and non-exempt employees. We realize it's confusing.

We are going from a time-clock system to an exception-only system. We will probably have more paperwork at first, but it will get rid of some of the more confusing aspects of our current payroll system.

**Q.** *Where do we stand on eliminating floor supervisors?*

**A. Bob Vieau:** With the new High Performance Work Teams we are developing, the skill-based role of the supervisor will change. It won't disappear, however. The role of the lead individual hasn't been defined. With these new teams, we are pushing empowerment down the work chain. The evolution of this will take place over the next 12 to 24 months.

Here are some questions and answers that might be interesting to employees worldwide.

**Q.** *Can you give some insight into our licensing agreement with In Focus Systems?*

**A.** We're working on color screens for laptops, and we're investigating one produced by In Focus. Whether we will be able to use it is unclear.

**Q.** *The new J.D. Power and Associates survey recently released showed us in sixth place for customer satisfaction. Any comments?*

**A.** The information we're getting from our customer service line shows we have a very high level of customer satisfaction. We've been working on these issues for some time. Just because a survey shows us in a lower place doesn't mean that's where we are. You've got to put such surveys in perspective.

**Q.** *I've heard that BusinessLand is going bankrupt. What impact will that have on us?*

**A.** I don't anticipate it will have much of an impact on us. They have a third-party financial company working with them. We will support them, since they have been a business partner.

**Q.** *How is our relationship with Intel?*

**A.** We've always been concerned about Intel selling PCs as well as chips. We've gotten closer to Intel as we've grown, and we're going to continue to work closely with them.

We explained the ACE initiative to Intel, and they understand our participation. They know that our agreement with MIPS was made to explore a market not open to us, and that the MIPS piece was one we couldn't get from them.

**Q.** *I've been reading about resale computers lately and it seems that Compaq is one of the biggest resale products. Have we looked into this business?*

**A.** I'm not plugged into how the resale market is going. It's not a very significant part of our market. Because technology is moving so quickly, most

businesses are scrambling for the latest in technology.

**Q.** *Any plans to use the Edson Lab chip or the AMD 386 product?*

**A.** We have no plans for the Edson chip. We've evaluated the AMD product and it looks good, but we haven't enough incentive to evaluate it sufficiently to qualify it for use in our products. The small savings involved in moving to this chip don't justify the expense involved in our qualification procedure.

**Q.** *Will fax modems be designed into our laptops?*

**A.** We're looking at that. Third-party modems can be hooked up onto our laptops, but we're looking into doing it ourselves.

**Q.** *Are we going to go into development of anything more than just systems software?*

**A.** We have no plans to develop applications software for the foreseeable future.

**Q.** *Are we looking at ways we can improve our use of technology by using computer-assisted training or computer-based training.*

**A.** I know we're looking at the use of technology in training. But there are no projects planned right now.

**Q.** *I heard on CNN recently that NEC is developing a wireless laptop. Are we working on one?*

**A.** We are working on similar products with a number of companies outside Compaq. We hope to be doing something like this in the coming years.

**Q.** *Are we looking into clipboard and pen-based technology?*

**A.** We're getting input from a lot of companies involved in these technologies — Go Corp., Microsoft, etc. We think this technology has a way to go in developing ideas for normal use. It can be useful today in recording orders, for example, but it's got a long way to go before it gets really useful.

**Q.** *Could you explain why the strong dollar had such an effect on our earnings as opposed to a weak dollar?*

**A.** That is hard to understand. In Germany, for example, computers are purchased in Deutschmarks. Based on the conversion rate, those sales are reported back in the U.S. as so many U.S. dollars. If the conversion rate changes and it takes more Deutschmarks for each dollar, then each computer sale is reported back to the U.S. as being sold for less — sometimes a good deal less.

What happened in the first quarter was a worst case scenario. To have the dollar strengthen as rapidly as it did in the last two weeks of the quarter, as it did, had the greatest possible impact on our second quarter earnings.

**Q.** *With the currency exchange rate and the strong U.S. dollar, wouldn't our overseas expenses be lower and balance out the decline in profits?*

**A.** Right, but that accounts for only about 20 percent of our expenses. The strengthened dollar had the worst impact on profits and a slight reduction on expenses.

**Q.** *I've read that the stock buy-back we announced could weaken our cash position. Is that true?*

**A.** This is a very significant stock buy-back, a very positive action. In formu-

lating our strategy, the board decided that buying back initial shares within the next couple of weeks will show support for the company. Also, this buy-back could raise money for the company. By buying stock in the company now, when the price is low, we can sell it later at a higher price and raise capital without diluting the company.

**Q.** *How will the stock buy-back affect our balance sheet?*

**A.** It will demonstrate confidence in the company. To implement this program, we've hired Morgan, Stanley to buy small quantities of stock at a time so as not to manipulate the market. And we're certainly not going to keep buying if the stock prices go up.

**Q.** *With this buy-back, is there any possibility that we could run out of cash?*

**A.** We're not going to use up all our cash buying back our stock. We've authorized buy-back of up to 10 million shares, but it depends on the conditions of the marketplace, the price of the stock, etc. We're going to watch it very closely. As you saw before, we're in a strong cash position and we plan to keep it that way.

**Q.** *How did we come up with the projected 25 cent earnings per share and 15 percent drop in revenues from 1990?*

**A.** The quarter is not over yet so we can't say for sure. That's our best estimate. If analysts didn't expect low enough, we could be in real trouble if the results came out lower than their estimates. We had to give them a clear message.

**Q.** *The third quarter is typically worse than the second quarter because of the bad European market during that quarter. Does that mean we expect our third quarter to be even worse than our second quarter?*

**A.** We think the third quarter is likely to be better than the second quarter. The inventory bubble will have passed. However, Europe does have a low third quarter, so we can't guess too high. We're looking forward to fourth quarter, but we can't be too optimistic.

**Q.** *Since both stock drops came as a result of announcements of lower expected earnings, why not delay announcing lower earnings until we actually report them and take the lumps all at once?*

**A.** Because SEC regulations require us to announce what we know about our company when we know it.

**Q.** *Any concerns about the threat of a takeover?*

**A.** When the stock drops like it did, that is conceivable. We do have a shareholders' rights plan that we strengthened this year with an increase in the number of authorized shares. This shareholders' rights plan gives us time to get a better price or work out a better deal. We're not going to worry about that until we hear about something that tells us to worry.

**Q.** *Why did you sell your stock in February?*

**A.** My stock transactions, like those of most of the officers of the company, are closely monitored according to insider trading rules. We have a 30-day window to sell stock each quarter, after the

quarterly results are announced. I sold some shares in February to buy a jet.

**Q.** *Is there a possibility of offering on-site service for our customers?*

**A.** Yes. We're looking into it.

**Q.** *If we took all the new product sold in the first quarter and sold it at the new prices, how much would profits be reduced?*

**A.** It depends on what the dealers charged since we also reduced the dealer discount. Probably, for the U.S., the pricing had an impact in the 10 to 12 percent range.

**Q.** *Software availability for the ACE architecture — is it going to lag product development?*

**A.** ACE is based upon standards, so ACE will run SCO UNIX and ULTRIX from DEC. It will run all Windows/DOS/OS2 programs. So there's not going to be a delay in developing software. Software developers see this as a great opportunity.

**Q.** *What's our market share in the 486 area?*

**A.** Our 486 market share has declined because low-cost 486 chips have come out. The 486s chip is showing up in lower-priced desktops. As servers, our 486 PCs are doing well. The COMPAQ SYSTEMPRO 486 is a unique product — doing well as a systems server — and we have a significant share of that market.

**Q.** *Will we migrate the EISA bus down the product line?*

**A.** EISA bus will migrate through the product line to our mainstream products — especially as the 486 and up becomes a standard.

**Q.** *Any specifics on our international market plans?*

**A.** There are many barriers to investment in Latin America, but there are signs that a lot of that is going to change. We're not going to be overly optimistic on these markets, since they will probably take years to develop. The Japanese market is very developed, yet different than the markets we're used to. We've developed a plan to enter that market.

**Q.** *You said once that we were going to become a player in the computer market, not just the PC market. There are lots of good areas out there for growth that we haven't taken advantage of. Are we going to become a player in the larger computer marketplace?*

**A.** The computer industry overall is not a growth market. Mainframe and minicomputer companies are struggling. There are growth niches, and the bigger you are, the harder it is to become big in these markets. We can attack these markets with our technology — that has good potential for us. We are into a lot of niche segments to varying degrees. Combining our systems with other peripherals, etc.

At Texas Commerce Bank, for example, they have set up an image processing system based on our products. We need to identify where the niches are that are going to grow — and grow with them.

**Q.** *What about the COMPAQ SYSTEMPRO?*

**A.** We'll continue to advance this product with enhancements this year and next. Advanced systems will play a key role in our future growth.



## In Belgium Preparing product announcements causes strange reactions

Many Compaq employees have experienced deadline pressures associated with product announcements. In some of the company's international subsidiaries, the pressure of announcements is short-lived, but very intense.

With each new product — even those announced only by press release — comes a mass mailing of announcement

kits containing a large volume of product information. In countries where English is not predominant, all information is usually translated to the predominant language.

In Belgium, for instance, product announcement kits are mailed to every Belgian Authorized Dealer employee dedicated to Compaq products, all major accounts and the press — a total of 1,000

kits. These kits are translated to either Dutch or French, depending on the language spoken by the particular recipient. Then they are copied and assembled — by hand — and mailed.

According to Christel Verhoye, Compaq Belgium Marketing, this wouldn't be a problem except that the group does not usually receive the new product information from

Houston until two days before the announcement.

"The fact of working with this deadline and with a limited number of people gives for some bizarre situations," she explains. "As always, we achieve our goal. After an announcement, we're tired but satisfied — and already thinking of the next announcement." That's the Compaq spirit!



Keep smiling...  
*Glizzy Van den Box, intern*



Keep smiling...  
*Christel Verboye, Marketing*



Almost finished...  
*Pascale Matthys, Dealer Marketing Manager*



Let's celebrate a job well done!  
*Tru Lefevere, Product Marketing Manager*

## Celebration! Push for quality succeeds

Employees who work in Service at Sommermeyer in Houston were treated to an ice cream party May 17th to celebrate accomplishment of several quality and delivery improvement goals set at the beginning of the year.

Besides having no recordable accidents during March and April, great self inspection audit results were recorded — 100 percent quality results! Sommermeyer is one of the first Compaq locations to introduce a complete in-line operator self inspection of work as part of a new push for quality in service after the sale.

Cross shipping — next-day delivery of spare parts to dealers — improved to 92 percent shipped-on-time. Before the goal of 95 percent shipped-on-time was set this year, on-time delivery was in the 80 percentile.

Dramatic reductions in delinquent backlogs of unfilled orders was also noted during the first half of 1991.

Sommermeyer is in the process of physical reorganization to make the factory more efficient. Recently, the Finished Goods Department move was completed.

During the party, employees were served by their managers and director — now that's service!



Above, Jeff Willcox, Manager, Process Engineering, left, and Don Burke, Manager, Spares Processing, serve Michelle Menges, second shift Debug Technician, during the recent Sommermeyer celebration.



# Engineering technician likes spiders and snakes

**I**t would be hard to refuse a pet that doesn't require a pet deposit, never chews or scratches the furniture, doesn't need shots, never needs to go for a walk and eats less than once a month. But, what if that pet is impossible to cuddle, has teeth as long as a finger (and uses them), can squeeze the breath out of you and puts a serious dent in your social life?

In 1982, after careful consideration, Compaq Engineering Technician Stanley Coleman decided the advantages out-

weighed the drawbacks and has since owned one or more snakes. He currently has three boa constrictors.



Stanley Coleman and his pet.

weighed the drawbacks and has since owned one or more snakes. He currently has three boa constrictors.

## Living with snakes

One of Coleman's pets now has a new home – the Houston Zoo. Coleman's reticulated (networked markings) python, which can be seen at the zoo along with an Anaconda and a Burmese python, is still "small

and slim," Coleman says. It weighs 80 pounds and is 16 feet long. The Houston CCM5 employee donated his python to the zoo when he decided to breed snakes. Pythons are hard to breed since they lay eggs. Boas have live births.

"I've always liked snakes," Coleman says. "They're easy and inexpensive to keep and they're so interesting."

Boas can reach up to 12 feet in length, but Coleman's largest is seven and a half feet long. Boas and pythons,

a half. He doesn't feel sad for the prey, he explains, because he knows the snake would eat something similar in its natural habitat. "It's survival of the fittest," he adds.

A large constrictor, such as a python, could be a danger to a small child if it got loose. However, boas pose more of a threat to small animals, such as dogs and cats.

Snakes don't scare Coleman, who says he's been bitten many times. He's learned to wear heavy gloves when handling his pets near feeding time – the only time boas are really aggressive. Pythons, on the other hand, are usually aggressive, and will bite often unless handled frequently to tame them.

He plans to sell the baby boas once his snakes successfully mate. To make that easier, Coleman is simulating a jungle atmosphere – reticulated pythons are native to Southeast Asian jungles and his boas are native to South American jungles – in the atrium of his new house. He admits that the atrium was a major incentive in purchasing a house.

## Creepy crawlly

If snakes top the list of least-liked things, spiders must come in a close second – especially tarantulas. Leave it to Coleman to also raise tarantulas. He is quick to point out that tarantulas are actually not spiders. They are a different genus, he explains.

Coleman has two tarantulas – a colorful Mexican Red Legs and a common Texas tarantula. Actually, Coleman had pet spiders before he got into snakes.

Tarantulas are cannibals, so he has to keep his two in separate aquariums. They eat garden spiders and crickets.

"Snakes and spiders are good," he says. "We'd be overrun with mice and insects if it weren't for them."

Although tarantulas are among the

most frightening "spiders," Coleman explains that they are really fairly harmless. Being bitten by a tarantula is similar to being stung by a bee or wasp. If you are allergic to the bite, it can be serious. If not, the bite will just hurt. Also, he says, a tarantula has to be extremely upset to actually bite. He adds that he has never been bitten.

"I don't know if I'm allergic," he says. "I guess I'd have to be bitten to find out."

## A safe distance

Coleman admits that keeping these exotic pets has put a damper on his social life. Unmarried, he says many of the women he dates disappear once they find out he's fond of spiders and snakes.

"Some of them say 'see you later' when they find out," he says. "A woman would have to at least tolerate them for me to get serious." He adds that he would have to "give it some serious thought" if he fell in love with a woman who couldn't live with spiders and snakes.

## More to come

For now, Coleman says, he has enough pets. But his goal is to own a Bengal tiger. He says it would cost a lot of money and he would have to move to the country.

"I'll wait until I can afford it. Then I'll get a tiger – now that's an intimidating animal!" he says.

When asked if he misses having a pet he can play and cuddle with, Coleman says he'll be able to do that with a tiger.

"Snakes and spiders are neat creatures," he says. "But you don't really form attachments since they don't have personalities. They just eat and breathe."

He adds that snakes do like to wrap their bodies around humans, not out of affection but for warmth – hopefully not for food!

## Hands reach out in assistance

*Compaq employees, families and friends gathered last month to lend a helping hand to those in need.*

*Around 200 Compaq Houston volunteers repaired three homes during two weekends – rebuilding a front porch, tearing down a garage, building a fence and replacing siding. All three homes were painted.*

*Sponsored by the Houston Committee for Private Sector Initiatives, this city-wide effort resulted in repairs to over 80 homes in the Houston area. Since 1985, volunteers from businesses, churches and other organizations have helped over 600 homeowners. The assistance focuses on low-or limited-income homeowners who are over 60 years old or are physically handicapped.*





## German magazines hand out top awards to COMPAQ products

COMPAQ products are often honored with top awards by U.S. trade and business publications. The same holds true in Compaq subsidiaries around the world.

When *PC Magazin*, one of the most important weekly PC publications in Germany, announced its top picks for 1990, COMPAQ products stole the show — winning three of the four categories.

The COMPAQ SLT 386s/20 captured the gold for the best laptop product, the COMPAQ DESKPRO 386/33L was named best 386-based PC and the COMPAQ SYSTEMPRO took home top prize in the 486-based PC category. The other category, SX products, was won by IBM.

"Mit Compaq voraus!" — "With Compaq ahead!" — proclaims a Compaq

Computer GmbH advertisement focusing on the prestigious product awards.

Germany's *Manager Magazin*, a professional publication, named Compaq the third best computer company overall in the country. Compaq ranked first in innovation. Other areas in which the companies were judged include management quality, communication, price/performance of products and solidity. IBM placed first overall in the ranking and Hewlett-Packard placed second.

*Computer Persnlich*, a German biweekly PC publication, also honored COMPAQ products in a recent listing of best products of 1990. The COMPAQ DESKPRO 386s won the top spot in the SX category and the COMPAQ SLT 386s/20 captured first place in the laptop category.

### 3 x Gold!



This ad focuses on German product awards.

### Noted with regret

Randy Smith, a Compaq employee since January 1989, died Sunday, April 28. He worked in Compaq Center Distribution and

left no dependents.

Eddie Thomas, a Compaq CCM3 employee since December 1987, died Wednesday, May 29.



A Compaq team of athletes recently participated in the Houston Corporate Athletic Association City Championship track and field competition at Texas Southern University in Houston. The team placed fourth out of 24 corporate teams — only seven points from third place. Above, Jeff Linn placed fifth in the long jump competition. Below, taking time out for a little horseplay.





# Thrills and chills



*When the heat gets hard to beat, the Tidal Wave ride offers cooling relief – and a heart-stopping drop.*



*WaterWorld holds surprises for the thrill seekers.*




*WaterWorld's the place to really cool off from the Houston humidity.*



*The Looping Starship gives riders a different view of the world – upside down.*

Photo by Robert Parson, CCM3



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